

Directions: Please complete shaded areas below.

Department Name: Finance, Tax Collector
Project Name: Tax Collector Mail Payment Processing System
Project Amount: \$170,000
Preparer Name & Contact Information: Peter Cam, 305-375-4232

Project Type: Please check (✓) one.

☐ Enterprise ☒ Communities of Interest ☐ Department Specific

Funding Source: Please check (✓) one.

☒ GF Capital ☐ Proprietary Capital

☐ **Mandated Requirement**
(If checked (✓), please indicate who is mandating this request as well as the time frame)

☐ **2** Department Priority of Initiative (1, 2, 3, etc.)

Section A

Background:

The Tax Collector is responsible for processing and storing records having to do with all aspects of County taxes (e.g., real estate taxes), municipal taxes (i.e., collecting and distributing funds for all local incorporated areas), various taxing authorities (e.g., water and sewer assessments), and State transactions (e.g., auto tags). Depending on the availability of resources, the Tax Collector periodically upgrades the technology used for processing all information pertaining to revenue collection and disbursement. This information is critical to a number of departments, including the Property Appraiser, GSA, Building, HUD, and the County Attorney. External customers include the municipalities, title and mortgage companies, private attorneys, and the general public.

The Tax Collector's Office intends to upgrade the existing Mail Payment Processing System. The present system is only partially automated with our NCR 7780 fast processing Occupational License payments and some of our Ad Valorem Property Tax Payments.

Problem Statement:

The present partially-automated payment processing system utilizes our NCR 7780 to fast process Occupational License payments, and some of our Ad Valorem Property Tax Payments, but does not as yet fast process Auto Tag registration renewal payments. Auto Tag registration renewals and payments have always been processed manually by the Auto Tag Mail Unit employees. We need to automate the complete mail handling and payment processing in order to eliminate backlogs and delays in getting our payments to the bank, which ultimately result in customer dissatisfaction, complaints and failure to accrue interest earnings.

Solution:

The hardware and software is now available to upgrade the NCR 7780 to fast process the majority of Auto Tag vehicle, vessel, trailer and mobile home registration renewals. The implementation of a division-wide mail tracking system, incoming extraction system, outgoing shipping system, and mail management consolidation is being planned to improve the efficiency of the division as a whole by automating the complete mail handling and payment processes.

Expected Benefits / Direct Payback:

This project will enable the merger of the Auto Tag and Ad Valorem mail and payment processing units, thereby completing payment processes more efficiently and effectively. Substantial cost savings will result from the automation of processes that are presently performed manually. Ad Valorem and Auto Tag payment processing backlogs will be eliminated and payments will reach our account sooner, thereby accruing more interest.